**Design Thinking**

**Answer any one question**

**Full Marks: 15**

a. Suppose you are developing an app for a ‘renowned restaurant’ brand. The said restaurant brand has multiple outlets in various locations within Kolkata. Through the app, the customers directly order food products for home delivery as well as book their tables at the restaurant. Use the first 3 stages of ‘Design Thinking’ to ‘empathize’ the customers, develop a ‘problem statement’ and come up with a bunch of ideas in ‘ideation’ phase. 15

b. Use the first 2 stages i.e ‘empathize’ and ‘define’ stage of ‘Design Thinking’ to understand the transport related problems faced by middle-class office goers during office time. Use ‘ideation’ phase to come up with a bunch of probable solutions. 15